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Merchant Services

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Quick Start Guide

Move 5000

Version 1.0

swipen
Merchant Services

Payment Solutions

100% tailored to your business

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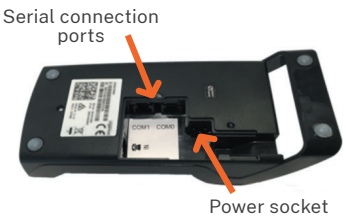
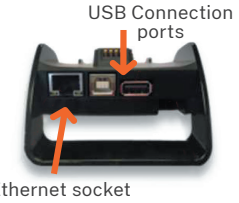
Getting started

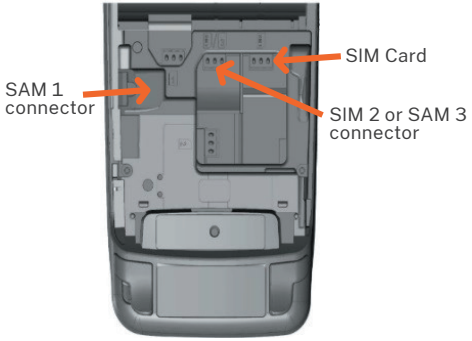
Set up your base unit in a convenient location close to a power source and an Ethernet socket.

To connect the Ethernet cable, connect one side to your Ethernet socket or router and the other side to the socket located on the rear of your base unit.

Finally, connect the power supply unit into the power socket on your base unit and to the mains power. After a short initialisation process, the terminal will display READY or an idle logo.







Connectivity

The Move/5000 is a Multi-Comms terminal meaning you can connect via Ethernet, MobileNetwork or Wi-Fi/Bluetooth.

To setup a mobile connection on the terminal, you simply need to insert the SIM card into the back of the Terminal and reboot using the dot key and yellow key.

Function Keys

F1 to F4 keys: Appear on the touchscreen for shortcuts.

Menu key: To enter the application menus press the Menu key from the idle (READY) screen. Pressing the key again moves to the next menu (if available).

Correction keys: When entering numbers or letters, pressing deletes one character at a time; while pressing deletes the entire line (this key also cancels transactions).

Confirmation key: Pressing is used to confirm anything that has been typed into the terminal.

Paper feed key: To test the feeding of the paper through the printer press and hold .

Bluetooth Base Setup

Bluetooth terminals should already be paired with the base unit provided; your terminal can only use the telephone and Ethernet connections when it is paired to the base unit.
Please note: WiFi needs to be disabled.

To associate your terminal to a Bluetooth base:

- Go to terminal control panel by pressing F3 on the 'READY' screen.
- Select 'Control panel, 'Terminal settings', 'Comm means', and then 'Bluetooth'.
- In Bluetooth configuration select 'Base' then 'Association' and 'New Base'.
- The screen will then read 'Association successful'.

Switching Bluetooth to WiFi

In order to switch the connectivity between Bluetooth and Wi-Fi you will need to enable Wi-Fi and disable Bluetooth'. If the Bluetooth icon is present at the top of the screen, follow these instructions to turn it off. If not, go straight to WiFi Network Setup.

To turn off Bluetooth:

- Go to terminal control panel by pressing on the 'READY' screen.
- Select 'Control panel, 'Terminal settings', 'Comm means', 'Bluetooth' and then 'Switch off'.
- Once the Bluetooth has been disabled – please power cycle the terminal by pressing and for about one second.

WiFi Network Setup & profile creation

Wi-Fi configuration requires creating a profile. Several profiles can be created if connection is required to more than one access point. In this case, you can choose an active profile or let the terminal connect to the best available access point.

Please note:

- Setting up a Wi-Fi with static IP is possible, but not covered in this manual.
- It is not possible to create profiles for unsecure networks (open or WEP).
- Login via web landing pages is not supported.
- For security reasons, the WiFi network has to be consistent with the PCI DSS v2 Wireless Guidance.

In order to create a WiFi profile:

- Go to terminal control panel by pressing on the 'READY' screen.
- Select 'Control panel, 'Terminal settings', 'Comm means', and then 'WiFi'. Choose 'Enable' (or 'Disable' if you want to turn off the WiFi connection).
- Select 'Scan networks' and press . The terminal will scan for available networks. Select desired network.
- Enter the WiFi password and press . Please note, the WiFi password will be case sensitive.
- A confirmation screen will display reading 'New Profile OK' The terminal will return to the WiFi setting home screen.
- Press to return to the idle screen. The WiFi symbol at the top will have turned green.

The Chip Card Reader

- Customer cards must be inserted as shown, with the chip upwards.
- Push the card fully into the slot below the keypad and follow the instructions on screen.
- If you see a “BAD READ” message, check the card orientation and try again. After three bad reads the terminal will prompt you to swipe the card.
- **DO NOT remove the card until instructed to do so by the terminal.**

Chip & Pin Transactions - Sale

- From the idle screen, enter the sale amount for the transaction and press . For example enter £12.34 as 1234.
- The customer must enter their PIN code.
  NEVER ASK THE CUSTOMER TO DIVULGE THEIR PIN CODE.
- After the customer has entered their PIN and pressed they will be prompted to return the terminal to you.
- The terminal will now connect to the acquirer for authorisation, if the transaction is authorised then an AUTH CODE will be shown.
- The terminal will print two receipts. The merchant copy will be printed first, then once you remove the card, the customer copy will be printed.

Chip & Pin Transactions - Refund

- From the idle screen, press , then choose “REFUND”.
- Enter the ‘Refund Amount’ then insert the card. If prompted enter the Supervisor Password and press .
- The terminal will now connect to the acquirer for authorisation, if the refund is authorised then “REFUND ACCEPTED” will be shown.
- The terminal will print the merchant copy which the customer must sign.
- Remove the card.
- Check the signature on the merchant copy with that on the card. If the signature is valid then press , otherwise press . The terminal will then print the customer copy.

Contactless - Sale

- From the idle screen, enter the sale amount for the transaction and press . For example enter £12.34 as 1234.
  If you make a mistake, press and re-enter the amount.
- The cardholder should present their card/payment device against the contactless symbol on the terminal.
- The terminal will now print the Merchant receipt.
- **Note:** If the customer requests a receipt this must be done before the next transaction takes place. Press F1 to print the customer receipt.

Mail Order Transactions - Sale

- Key in the amount, press .
- When prompted, press .
- When prompted, key in the customer's card number and press .
- Enter the Expiry Date, the start date (if required), the issue number (if required), pressing after each entry.
- Enter the 'Security Information' as follows:

  1) Card security code (from the back of the card), press
  2) The numbers from the cardholder's postcode (e.g. EH52 5SH is 525), followed by and then the numbers from the cardholder's address (e.g. 51 High Street is 51), followed by .

  Note: If you do not know any of these then you can press the green key without entering anything to bypass the check when appropriate.
- Enter the sale/refund amount and press .
- The terminal will connect to the acquiring host to obtain authorisation.
- The terminal will display the results of the 'Security Checks (CV2/AVS Data) and will prompt you to choose "Decline" or "Accept" the transaction depending on the results.
- The terminal will print off the two receipts

End of Day Reports

- To access the reports menu press twice, the select ‘REPORTS’.
- If required enter the supervisor password and press .

END OF DAY: One touch function that prints both the “Z REPORT” and the “BANKING” report. This **MUST** be done at the end of each day that you trade.

BANKING: Indicates total value of transactions that have been processed and shows that the totals have been confirmed by the acquirer.

X REPORT: Shows the breakdown of transactions in different ways enabling you to check off against individual receipts and the “BANKING” report.

Z REPORT: Exactly the same as the “X REPORT”, except that the Z “REPORT” resets the totals ready for the next day’s trade.

Changing the paper roll

- Hold the terminal securely in one hand. With the other hand, and by using two fingers, lift the printer cover release as shown in 1 and 2 above. Fully open the printer cover and remove the old roll of paper.
- Unstick the end of the new roll, leaving the end free, hold the paper roll and carefully place into the printer compartment as shown in 3 above with the paper feeding up from the bottom.
- Holding the free end of the paper and the terminal, close the printer cover and push firmly until it locks. While your terminal is displaying the idle screen, press and hold to ensure that the paper feeds correctly.

ONLY OPEN THE PRINTER COVER AS SHOWN -
DO NOT FORCE THE PRINTER COVER

Tips & Advice

REFERALS: If the terminal displays “CALL AUTH CENTRE” or “PLEASE WAIT” with a telephone number, then you must refer the transaction and phone for authorisation for that card.

PIN TRIES EXCEEDED: If the terminal displays this message then the cards PIN has been locked by the cardholder. They must contact their card issuer or use an ATM to unlock the PIN if they know the PIN.

DUPLICATES: To print a duplicate of the last transaction processed press three times, then select “DUPLICATE” and press .

For further information on terminal functionality please call the terminal helpdesk or download your Terminal User Guide from: https://ingenico.co.uk/smart-terminals/user-guides

Help Desk

If you're still having trouble, then we are here to help.
You can contact us using the details below:

01933 201424
info@swipen.co.uk

We are open:
Monday to Saturday - 08:00 to 23:00
Sundays & Bank Holidays - 10:00 to 17:00
Closed on Christmas Day

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